**Move Improve Consultation Report**

**Background**

The Move Improve survey consultation took place between 12th June and 18th July 2017. In total there were 174 responses to the survey. Seventy two percent of the surveys were completed online while the remainder were completed as paper copies.

**Key Messages**

* **Just under half (46%) of respondents said they would use the proposed Move Improve service. A similar proportion (43%) indicated they were unsure if they would use it.**
* **Over three quarters of all respondents (public and stakeholders) thought there was a need for the proposed service.**
* **There were high agreement scores (> 70%) for all of the criteria proposed for the new service except for the criteria relating to age.**
* **Fewer respondents in both categories thought the proposed Move Improve service should be ‘for Warwickshire residents aged 50 years and over’.**
* **The top preference for public/carers/friends/relatives for accessing the learning and development element of the proposed Move Improved service was face to face learning.**
* **For stakeholders, online training would be the most popular way of accessing learning and development associated with the proposed service.**
* **Seventy nine percent of stakeholders said they would refer to the proposed Move Improve service.**
* **Community facilities were seen as the most popular venues in which to deliver the proposed Move Improve service.**
* **Daytime was the most popular time for the proposed Move Improve service to be delivered but weekend and evenings were still highlighted as options.**
* **Comments submitted as part of the survey included; support and recognition of the benefits of a preventative service, a desire to know more detail about the proposed service, reference to the accessibility of the proposed service as well as suggestions to provide wider information about falls prevention in the community.**

**Q.1 All Respondents**

Respondents to the survey can be grouped into the following categories.

**Table 1**

|  |  |  |
| --- | --- | --- |
| **Respondent Category** | **Number** | **%** |
| Public | 125 | 72% |
| Carer/Friend/Relative | 11 | 6% |
| Stakeholder | 38 | 22% |

For the purposes of analysis, respondents have been grouped into two categories; Public/carers/friends/relatives (Public) and Stakeholders. Some questions were asked to only one category while others were asked to both. The term ‘all respondents’ refers to both categories.

**Questions 2 to 6 were asked only to the public/carers/friends/relatives**

**Q.2 – The age of respondents**

Just over ninety percent of the respondents in the public/carers/friends/relatives category were over the age of 50.

**Table 2**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **18-29** | **30-39** | **40-49** | **50-59** | **60-69** | **70-79** | **80+** |
| 1 | 1 | 7 | 51 | 42 | 24 | 9 |
| 0.7% | 0.7% | 5% | 38% | 18% | 18% | 7% |

**Q3. Where respondents live**

Respondents were asked in which district/borough they lived. The table below indicates the distribution of respondents around the county.

**Table 3**

|  |  |  |
| --- | --- | --- |
| **District/Borough** | **No.** | **%** |
| North Warwickshire Borough | 2 | 1% |
| Nuneaton & Bedworth Borough | 21 | 16% |
| Rugby Borough | 13 | 10% |
| Stratford on Avon District | 52 | 39% |
| Warwick District | 46 | 34% |
| Out of county | 1 | 1% |

**Q.4a and Q.4b Personal experience of falls and use of existing specialist falls service**

Thirty seven percent of respondents (50) had experienced a fall. Of these, five had subsequently accessed a special falls prevention service.

**Q.5a Potential use of service by those aged over 50 years and at risk of a fall**

Respondents were asked if they would use the service if they were over 50 and at risk of a fall. The following table records the responses to this question:

**Table 4**

|  |  |  |
| --- | --- | --- |
| **If you are aged 50 and over and were told by a professional that you were at a greater risk of a first fall, would you use the proposed Move! Improve! Service?** | **Number** | **%** |
| Yes | 61 | 46% |
| No | 8 | 6% |
| Not Sure | 57 | 43% |
| Not Applicable | 6 | 5% |

**Q.5b** **Reasons for answers in Q.5a**

Respondents were then asked for some of the reasons for their answers above. The following table records the key themes associated with each answer type:

**Table 5**

|  |  |
| --- | --- |
| **If you are aged 50 and over and were told by a professional that you were at a greater risk of a first fall, would you use the proposed Move! Improve! Service?** | **Open text question themes** |
| Yes | * See the benefits of prevention
* Desire to maintain fitness and independence
* Aware of wider impact a fall can have on individuals and families
 |
| No | * Not relevant to circumstances
 |
| Not Sure | * Not enough information/detail about the proposed Move Improve service to make decision
* Saw some falls as having external cause i.e. shoes/pavements etc.
* Lower age limit of 50 years quite young
 |
| Not Applicable | * No additional comments
 |

**Q.6 and Q.14 Learning and Development service**

Almost 60% of respondents in the public category indicated a preference for ‘face to face’ as a way of accessing any learning and development associated with the Move Improve service. This was the most popular. Around a third of respondents in this category also indicated that online training was an acceptable option. Just over 10% of respondents would not access the training for carers/friends/relatives.

**Figure 1. Public/Carers/friends/relatives preference for accessing learning and development**

**Figure 2. Stakeholder preference for accessing learning and development**

For stakeholders, online training was the most popular option followed by face to face training.

**Q.7a Questions/statements regarding the proposed new Move Improve service**

All respondents were asked the degree to which they agreed or disagreed with a series of statements about the proposed Move Improve service. Agreement scores for public/carers/friends/relatives and stakeholders are set out in the tables below.

**Table 6**

|  |  |
| --- | --- |
| **Question/Statement – Public/carers/friends/relatives** | **Agreement Score %\*** |
| The proposed Move! Improve service is needed in Warwickshire | 74.8% |
| The Move! Improve! Service should be for Warwickshire residents aged 50 years and over | 65.7% |
| Referrals to the Move Improve service should be for those who may have a medical condition that makes them at greater risk of a first fall | 84.3% |
| The Move Improve service should offer a specialist assessment and 12 week personalised intervention programme to accepted users | 83.6% |
| Frontline practitioners in contact with people at risk of a first fall should be able to access the learning and development service (Service element two) | 88.7% |
| Carers/family friends in contact with people at risk of a first fall should be able to access the learning and development service (Service element two) | 81.3% |

\*includes respondents who either ‘Strongly agreed’ or ‘Agreed’ with the question

**Table 7**

|  |  |
| --- | --- |
| **Question/Statement - Stakeholders** | **Agreement Score %\*** |
| The proposed Move! Improve service is needed in Warwickshire | 83.8% |
| The Move! Improve! Service should be for Warwickshire residents aged 50years and over | 59.5% |
| Referrals to the Move Improve service should be for those who may have a medical condition that makes them at greater risk of a first fall | 72.2% |
| The Move Improve service should offer a specialist assessment and 12 week personalised intervention programme to accepted users | 77.8% |
| Frontline practitioners in contact with people at risk of a first fall should be able to access the learning and development service (Service element two) | 78.4% |
| Carers/family/ friends in contact with people at risk of a first fall should be able to access the learning and development service (Service element two) | 88.9% |

\*includes respondents who either ‘Strongly agree’ or ‘Agreed’ with the question/statement

* Over three quarters of all respondents thought the proposed new service was needed. A slightly higher proportion of stakeholders thought there was a need for the proposed service compared with respondents in the other categories.
* Agreement scores are lower for both sets of respondents for the statement ‘*The Move! Improve! Service should be for Warwickshire residents aged 50 years and over’*. Proportionally fewer stakeholders agreed that the service should only be for those over 50 years (59.9%)
* Similarly, proportionately fewer stakeholders thought referrals to the proposed service should be for those who are at greater risk of a first fall.
* Both sets of respondents had high agreement scores when asked about the need for frontline practitioners and carers/family/friends to be able to access the learning and development service.
* The public/carers/friends/relatives category rated the need for frontline practitioners to have access to training higher than carers/family/friends while stakeholders rated the need for carers/family/friends to have access to the training higher than stakeholders.

**Q.7b Reasons for responses to Q.7a**

Respondents were asked to comment on their answers to the above statements/questions – the following key themes emerged from the recorded answers.

**Table 8**

|  |  |
| --- | --- |
| **Key theme** | **Public/carers/friends/relatives** |
| Broad support for the proposed service | * There was recognition of the benefits that a preventative service might offer to the individual and more widely i.e. NHS costs
 |
| Age criteria/Targeting of proposed service  | * The age criteria of the proposed Move Improve service gained the lowest agreement scores among all respondents
* Fifty was seen by some as too young
* Age was seen by some as irrelevant – if service was needed (because of medical condition) then age was not relevant
 |
| More information required about proposed service | * Details about costs/accessibility etc. required to comment fully
 |
| Wider education and training required | * Some comments indicated a desire to see education about falls prevention more widely promoted in addition to the proposed Move Improve service
 |

**Table 9**

|  |  |
| --- | --- |
| **Key theme** | **Stakeholders**  |
| Age criteria/Targeting of proposed service | * Age criteria questioned as either too young or not relevant if medical condition present
* Need to be clear on which medical conditions meet the criteria for referral
 |
| Support for proposed service | * Broad support and early intervention welcomed
 |

**Q.8 Venues suitable to deliver the proposed Move Improve Service**

The graph below shows the proportion of respondents who think each venue is suitable to deliver the proposed new Move Improve service.

**Figure 3 Proportion of respondents who think each venue suitable for Move Improve service delivery**

For both sets of respondents, the most popular venue was a ‘community facility’. For the public, ‘own home’, ‘sheltered housing’ and ‘leisure centres’ were the next more suitable venues. Stakeholders followed a similar pattern in their venue preferences, although slightly higher proportions of them thought each venue suitable and ‘sheltered housing’ was very slightly higher than ‘own home’.

**Q.9 Time of day for proposed Move Improve service delivery**

Respondents were asked what time of day they would like the proposed Move Improve service to be delivered. The following graphs show that the most popular time for delivery for both respondent categories was day time. However, both groups also indicated that evening and weekend service delivery may be options to consider. Slightly fewer respondents from the public/carers/friends/relatives category wanted to see evening and weekend delivery of the proposed Move Improve service.

**Figure 4 Preferred time of day for proposed Move Improve service delivery**

**Stakeholder only questions**

**Q.11 Stakeholder roles**

Stakeholders included responses from GPs, nurses, community care workers, dieticians and other interested parties.

**Q. 12** **Stakeholder work locations**

Stakeholders were asked in what part of the county they worked. The following table summarises the responses received:

**Table 10**

|  |  |  |
| --- | --- | --- |
| **Area** | **Number** | **%** |
| North Warwickshire Borough | 5 | 13% |
| Nuneaton & Bedworth Borough | 7 | 18% |
| Rugby Borough | 0 | 0% |
| Stratford on Avon District | 3 | 8% |
| Warwick District | 9 | 24% |
| Countywide | 14 | 37% |

**Q.13a and Q.13b Referring to the proposed Move Improve service**

Stakeholders were asked if they would refer to the proposed Move Improve service. The majority of respondents said they would refer (79%). A number of respondents said they were unsure while only one said they would not refer to the proposed Move Improve Service.

**Table 11**

|  |  |  |
| --- | --- | --- |
| **Would you refer to the proposed Move Improve service** | **Number** | **%** |
| Yes | 30 | 79% |
| No | 1 | 3% |
| Not sure | 7 | 18% |

When asked about the reasons for the above responses, those who said they would refer to the proposed service tended to work directly with clients who they thought would benefit. The proposed service was generally welcomed as it would help “reduce hospital admissions and longer term conditions”.

For those not sure/no it was less about the detail of the service being provided but more about not necessarily having direct access to people who may benefit i.e. not being in a position to refer people rather than thinking the proposed service was not appropriate.

**Q. 15 Any other comments**

The main themes which were commented upon are detailed in the following table:

**Table 12**

|  |  |
| --- | --- |
| **Top themes - Public** |  |
| Proposed service detail | * Range of comments on detail of the service – further questions about who it’s aimed at and how it should work/accessibility
* Require more information on proposed service to comment
 |
| Publicity | * Emphasise the need to publicise a new service
 |
| Wider health messages | * The need for opportunities for people to be more active generally and to sustain exercise beyond the service contact.
 |
| General support for service | * Broad support for the type of service being proposed
 |

Comments were received from eight stakeholder respondents. Comments generally related to questions about the detail of the proposed service including issues relating to accessibility and links to other services.

**Table 13**

|  |  |
| --- | --- |
| **Top themes - Stakeholders** |  |
| Proposed service detail | * Questions/comments relating to accessibility of proposed new service
* Emphasise the need to link to other services
 |